

WebEx Network Recording Player for Advanced Recording Format (.arf) Files

User's Guide



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Overview

If you want to...	See...
Know who can use the WebEx Network Recording Player for Advanced Recording Format (.arf) files and the WebEx Network-Based Recorder (NBR)	<i>Intended audience</i> on page 3
Discover the features WebEx Network Recording Player for Advanced Recording Format (.arf) files	<i>About the WebEx Network Recording Player (for ARF files) and the WebEx Network-Based Recorder</i> on page 4
Know what is required to use the WebEx Network Recording Player for Advanced Recording Format (.arf) files	<i>System requirements</i> on page 6

Intended audience

The WebEx Network Recording Player for Advanced Recording Format (.arf) files, the WebEx Network-Based Recorder (NBR), and this guide are intended for meeting hosts who record meetings and store the results on a WebEx server. You can use the WebEx Network-Based Recorder to record any WebEx meetings that you host.

If you are not the host, you can use the WebEx standalone recorder, editor, and player products.

To learn more about other WebEx recording products:

- 1 On the WebEx menu at the left, click **Support > User Guides**.
- 2 Scroll down to the **Creating, Managing, and Playing Meeting Recordings** section and select *either* of the following:
 - “WebEx Recorder and Player (for WRF files)” (you can use this recorder to record meetings and applications and save them to your local computer)
 - “WebEx Recorder, Player, and Recording Editor User's Guide” (you can use this to edit recordings).

About the WebEx Network Recording Player (for ARF files) and the WebEx Network-Based Recorder

With the Network-Based Recorder, you can record any WebEx meeting that you host:

- a meeting
- a sales meeting (optional)
- a training session
- an event
- a support session

The Network-Based Recorder stores your recordings on the WebEx network, so you do not use precious disk space on your local computer to store recordings.



Note Recordings use approximately 25 MB of disk space for each hour you record.

What you can record

The Network-Based Recorder records everything that occurs during a meeting, including:

- audio
- video (showing only the presenter)
- desktop share mouse movements and applications
- chat conversations
- polls
- Q&A results
- file transfers
- participant lists
- annotations

About playing recorded meetings

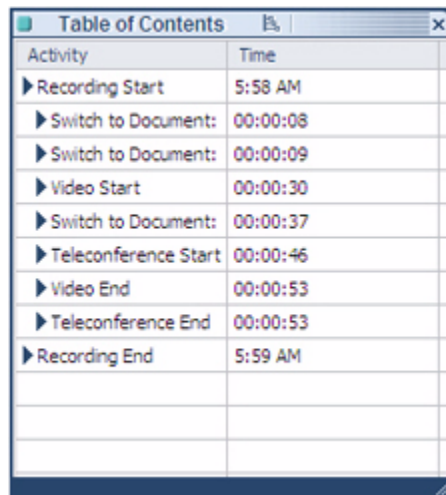
The first time you play a recording from your WebEx site, you are asked to download and install the WebEx player that you will use to play the recording.

Network-Based Recorder recordings are in a proprietary WebEx Advanced Recording Format (.ARF), but you can convert them to the Windows Media Format (.WMV) or Shockwave Flash Object Format (.SWF) and use other multimedia players to play or edit them. For detailed instructions, see “Downloading and converting recordings” on page 16.

You and your attendees can download or stream (play) your recordings from your WebEx Web site. Streaming allows others to play recordings without downloading them to their computers. As a host, you can access recordings from the **MyWebEx > My Files > My Recordings** page, as well as other pages that may be available for your service center.

Others can access recordings using a URL that you provide to them. They can also play listed recordings that you have specified should be listed in the Event Recordings page in the Event Center, the Recorded Meetings page in the Training Center, or a sales portal page in the Sales Center.

The WebEx Network Recording Player allows you to pause, fast-forward, rewind, or stop playback. A table of contents highlights recorded events such as chat sessions, notes, polling. You can click an event in the table of contents to quickly go to the beginning of that event in the recording.



Activity	Time
▶ Recording Start	5:58 AM
▶ Switch to Document:	00:00:08
▶ Switch to Document:	00:00:09
▶ Video Start	00:00:30
▶ Switch to Document:	00:00:37
▶ Teleconference Start	00:00:46
▶ Video End	00:00:53
▶ Teleconference End	00:00:53
▶ Recording End	5:59 AM

Meeting attendees will know when your meeting is being recorded; a beep sounds periodically throughout the meeting (if your site administrator enabled this feature) and a recording indicator displays in the meeting window.

The recording indicator





Note

- If your site administrator has enabled the option to automatically record all meetings with the Network-Based Recorder, all the meetings you and others host are recorded automatically, and only the site administrator can manage or delete those recordings.
 - If necessary, a site administrator can reassign ownership of all of one user's recordings to another user, such as if the original owner of the recordings leaves a company or if responsibilities change and another person needs to have ownership of the recordings.
-

System requirements



Note This guide assumes that you have a valid user account on your WebEx site.

To effectively use the Network-Based Recorder or the Network Recording Player (for ARF files), make sure that your computer meets the following system requirements:

- Microsoft Windows Vista, XP, or 2000
- Microsoft Internet Explorer 6.0 SP1, 7.1 or a later version; or Netscape 8.1 (for Windows XP or 2000)
- At least 512 MB of RAM for Windows XP or 2000 or 1GB of RAM for Windows Vista
- Intel or AMD processor with at least 1.7 GHz
- Integrated or separate sound card, for playing audio

For a list of recommended sound cards, refer to the Recording and Playback Frequently Asked Questions (FAQ) page on your WebEx service Web site.

- Windows Media Player 9.0 or later
- (For recording) a microphone or telephone recording adapter
- (For playback) speakers or headphones

Recording Meetings

If you want to...	See...
Start recording	<i>Recording a meeting</i> on page 7
Learn how to achieve the best recording results	<i>Tips for improving recording quality</i> on page 9
Publish your recordings so that others can play them	<i>Making recordings available to others</i> on page 9
Change recording file names	<i>Changing the recording name</i> on page 12

Recording a meeting

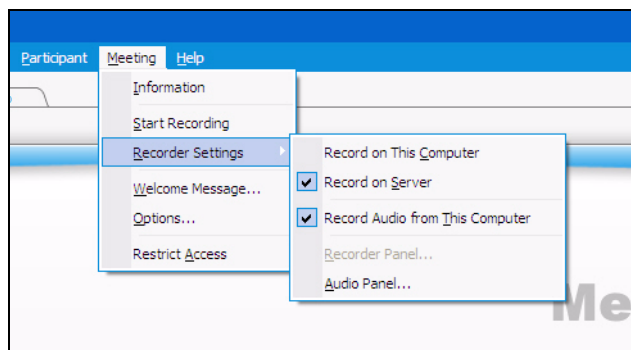


Note

- Before you record, adjust the microphone volume. For best results, only make minor adjustments during the recording.
- If you plan to record a desktop sharing or video meeting, set your computer's monitor to 1024 by 768 resolution to ensure the highest-quality recording.

To record a meeting with the Network-Based Recorder (NBR):

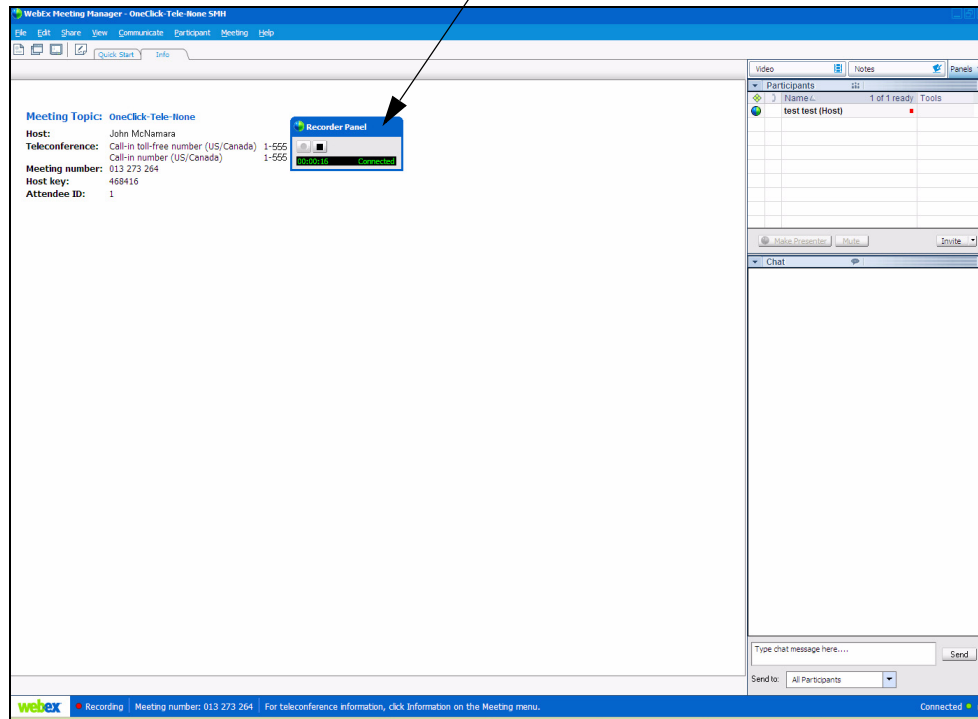
- 1 Start your meeting.
- 2 On the **Meeting** menu, select **Recorder Settings**, and then choose **Record on Server**.



- 3 On the **Meeting** menu, choose **Start Recording**.
- 4 Follow the instructions that appear in the WebEx Recorder Setup wizard.

- 5 Once the recording server establishes a connection, click **Start Recording**.
The recorder panel appears and recording starts automatically.

Use the recorder panel to start and stop recording



Note If you transfer the host role to another participant during a meeting, you still need to manage the recording.

When the recording is complete, you can go to the My Recordings page on your WebEx site to download or play the recording. The My Recordings page is located in MyWebEx under My Files.



Note

- When you record a meeting with NBR, the recording is automatically copied to the My Recordings page after you stop the recording. It may also be automatically copied to a recordings page for your service center. For more information, see *Playing recordings* on page 13.
- If your site administrator has enabled the option to record all meetings with NBR, all the meetings that are hosted at your site are recorded automatically, and only the site administrator can manage and delete recordings from the network; you cannot delete them yourself.

Tips for improving recording quality

The Network-Based Recorder captures video at 2.5 frames per second to create high-quality recordings while keeping the size of recording files relatively small. Use the techniques in this section to further improve recording quality.

Improving video quality

- When capturing mouse movements, move your mouse slowly at first, and then gradually move it faster.
- Before you click a button or choose a menu item, briefly pause your mouse over the object. This allows the recorder to capture the mouse movement before you click the object.
- If you plan to record complex or lengthy actions, script the sequence before you start recording to minimize mistakes.
- Set your monitor's display resolution to 1024 by 768 pixels before recording.

Improving audio quality

- If the audio quality is poor, consider upgrading your computer sound card, microphone, or speakers.
- Set your microphone volume to the highest level possible that does not cause distortion.
- Use a phone headset for recording audio. Headsets typically provide better quality than phone handsets or speakerphones.
- Speak about six inches away from your microphone.
- To avoid unwanted background noise, record in a quiet location. Avoid moving objects that create noise, such as papers and books.
- Speak clearly.

Making recordings available to others

If you make a recording from the Network-Based Recorder, the WebEx server automatically uploads the recording file to the My Recordings page. You can maintain the recording from that page. It may also be automatically copied to the following pages:

- The recordings for meetings you hosted are automatically copied to your My Recorded Meetings page.
- The recordings for events you hosted are automatically copied to your My Event Recordings page.
- The recordings of sales meetings you hosted are automatically copied to your

Recordings page in your Sales Portal Library.

- Recordings of training sessions that you hosted are automatically copied to your My Training Recordings page.



Note

- If the recording is made from the integrated or standalone WebEx Recorder, you can upload the recording file, with a .wrf extension, from your local computer.
- You also can specify the Web address, or URL, at which the recording resides on a publicly accessible Web server, such as your organization's Web site.
- In addition, you can upload and store recording files that are in Windows Media Audio/Video (WMV) or Shockwave Flash Object (SWF) format, such as ARF files you converted to WMV or SWF format with the WebEx Network Recording Player (for ARF Files). For more information on converting files, see *Downloading and converting recordings* on page 16

To make recordings available to others:

- 1 Do any of the following:
 - Click **My WebEx > My Files > My Recordings**.
 - Click **My WebEx > My Files > My Event Recordings** or log in to Event Center and then click **My Event Recordings**.
 - Click **My WebEx > My Files > My Training Recordings** or log in to Training Center and then click **my Training Recordings**
 - Log in to Meeting Center and then click **My Recorded Meetings**.
 - Log in to Sales Center and then click **Recordings**.
- 2 Do one of the following:
 - Click the Meeting Topic name, and in the Recording Information page, copy the **Streaming recording link**, **Download recording link**, or **Direct recording link**, if available, to an email message.
 - Click the Edit icon in the same row as the recording name to edit the recording and open the Edit Recording page, and then do one of the following:
 - To list an event recording on the Event Recordings page, set **Type** to **Listed**.
 - To list a training session recording on the Recorded Sessions page, set **Type** to **Listed for all (public)** or **Listed for authorized users only (internal)**.
 - For a Sales Center recording, click the **Publish** link to specify a sales portal to publish the recording.

- 3 Optional. At **Description**, enter or change the file description.
- 4 Optional. Modify the location of the file. At **Recording file**:
 - ☐ To reference a file that is currently on your web site, click **I will provide URL** then enter the URL in the box below.
 - ☐ To upload a file from your computer, click **Use the file on my local machine**, and then enter the path in the box below.
 - ☐ To reference a file that is already on your WebEx service site, click **Use a file that is already on the WebEx network**, and then click Look Up to select one of the existing recordings.
 - ☐ To reference a presentation using Presentation Studio, click **Create a Presentation Using Presentation Studio**. (Training Center only)
- 5 Optional. To control how the recording is played backed for users, specify any of the following options under **Playback control**:
 - ☐ Under **Panel Display Options**, select which panels you want to display. Selecting this option does not modify the actual recording stored on the WebEx network.
 - ☐ Under **Recording Playback Range**, select one of the following options:
 - **Full playback**: Plays back the full length of the recording. This option is selected by default.
 - **Partial playback**: Plays back only part of the recording based on your settings. You can specify a start time and/or an end time to omit part of the recording at the beginning or end, such as to omit “dead time.”
 - ☐ If you would like to prevent viewers from skipping portions of the recording, you can turn the **Include NBR player controls** option to omit Network Recording Player controls, such as stop, pause, resume, fast forward, and rewind, from the playback.



Note The playback control options are available only in the My Recorded Meetings page, the My Event Recordings page, the My Training Recordings page, and the Recordings page in the Sales Portal library, and they do not modify the actual recording that is stored on the WebEx network.

- 6 Optional. To specify a password that others must enter to play the recording, enter it in the **Set password** and **Confirm password** boxes.
- 7 Click **Save**.

To make it possible for others see the video, just provide the URL and password (is you entered one).

Changing the recording name

By default, recording file names include the date and time that you made the recording. You can use this procedure to change the name.

To change the recording file name:

- 1** Click **My WebEx** then click **My Files**.
- 2** Click **My Recordings**.
- 3** Click the topic name of the desired recording.
- 4** Click **Properties**.
- 5** Click the **Edit** tab.
- 6** Enter a new name for the recording in the **Topic** box.
- 7** Optional. Enter a description for the recording in the **Description** box.
- 8** Click **Save**.

Playing & Managing Recordings

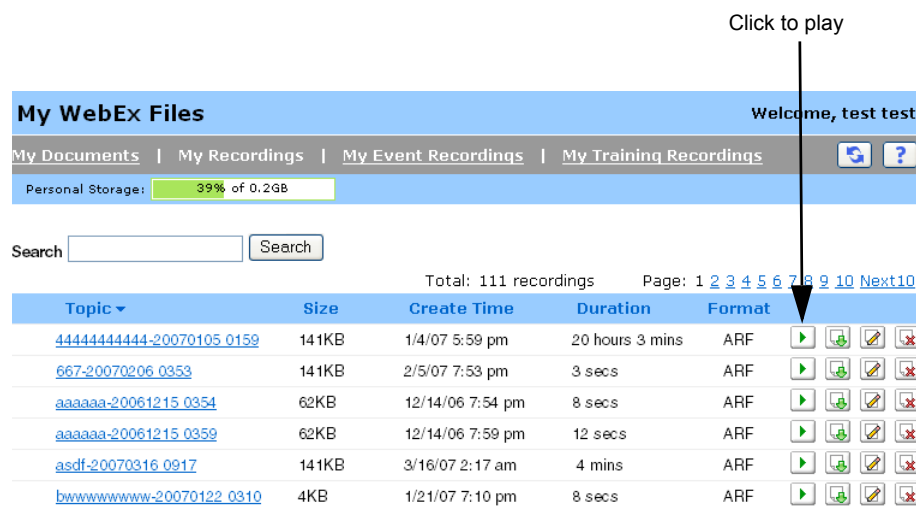
If you want to...	See...
Play a recording	<i>Playing recordings</i> on page 13
Pause, rewind, stop, or resume playback	<i>Controlling playback</i> on page 15
Adjust the volume	<i>Adjusting volume during playback</i> on page 16
Download network-based recordings and convert them to another format	<i>Downloading and converting recordings</i> on page 16

Playing recordings

If you are the host who made the recording, use the following procedure to locate and play your recordings:

- 1 From your WebEx service site do one of the following:
 - Click the My WebEx tab, click My Files, and then click *one* of the following:
 - My Recordings
 - My Event Recordings (Event Center only)
 - My Training Recordings (Training Center only)

Click to play

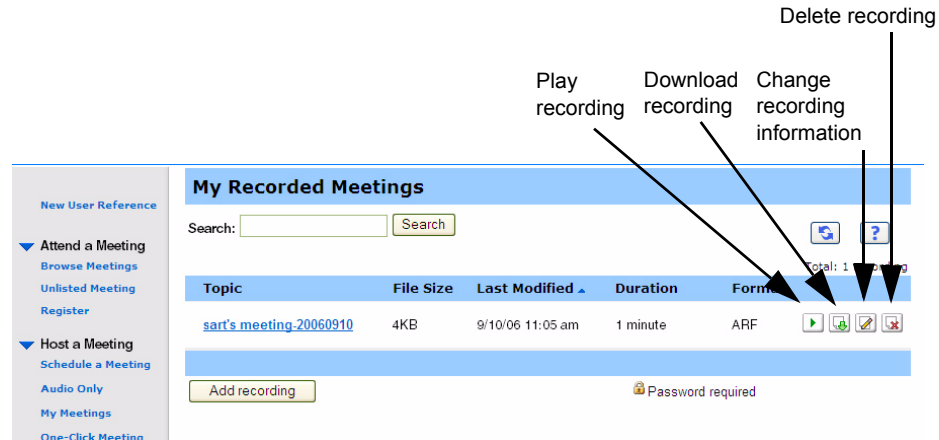


The screenshot shows the 'My WebEx Files' interface. At the top, there's a header with 'My WebEx Files' and 'Welcome, test test'. Below this are tabs for 'My Documents', 'My Recordings', 'My Event Recordings', and 'My Training Recordings'. A 'Personal Storage' bar shows '39% of 0.2GB'. A search bar is present. Below the search bar, it says 'Total: 111 recordings' and 'Page: 1 2 3 4 5 6 7 8 9 10 Next10'. A table lists recordings with columns: Topic, Size, Create Time, Duration, Format, and a set of icons. The first row of the table has a play button icon highlighted by an arrow from the text 'Click to play'.

Topic ▼	Size	Create Time	Duration	Format	
44444444444-20070105_0159	141KB	1/4/07 5:59 pm	20 hours 3 mins	ARF	
667-20070206_0353	141KB	2/5/07 7:53 pm	3 secs	ARF	
aaaaaa-20061215_0354	62KB	12/14/06 7:54 pm	8 secs	ARF	
aaaaaa-20061215_0359	62KB	12/14/06 7:59 pm	12 secs	ARF	
asdf-20070316_0917	141KB	3/16/07 2:17 am	4 mins	ARF	
bwwwwwww-20070122_0310	4KB	1/21/07 7:10 pm	8 secs	ARF	

- On the menu at the left, expand the host menu and click:
 - My Recorded Meetings (Meeting Center only)

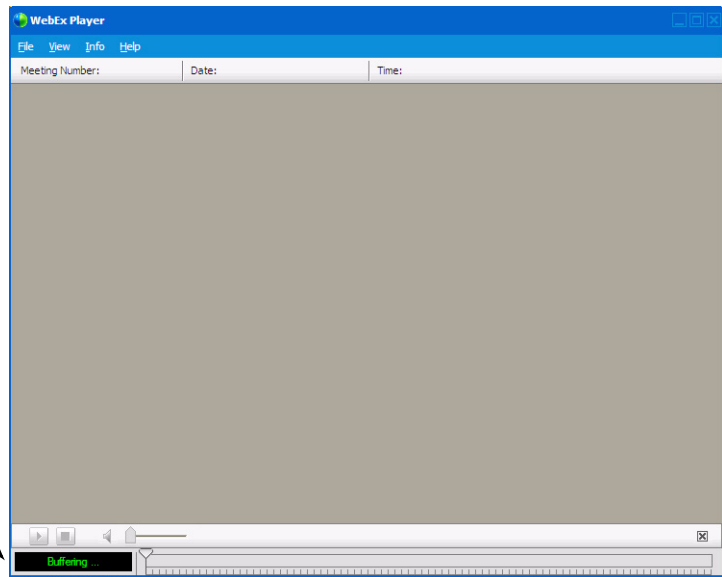
- My Event Recordings (Event Center only).
- My Training Recordings (Training Center only)
- Recordings (Sales Center Portal Library only)



If you are not the host:

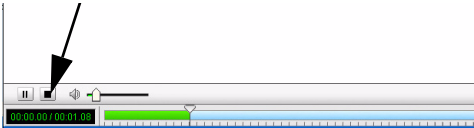
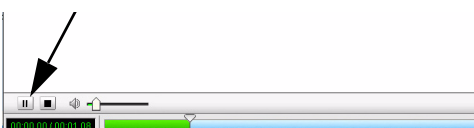
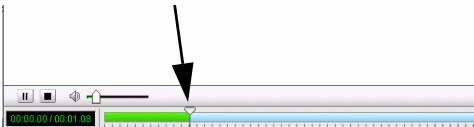
- 1 Do one of the following:
 - Paste the URL that the host provides into your Web browser.
 - If the meeting host has listed the recording in one of the following locations, you can go to these locations to download or play the recording:
 - Log into the **Events Center**, and on the Events by Program page, click **View Event Recordings** to view the Event Recordings page.
 - Log into the **Training Center**, and in the left pane, click **Recorded Sessions** to view the Recorded Sessions page.
 - Go to a sales portal the host has sent you notification about.
- 2 Do one of the following:
 - On the Event Recordings page or Recorded Sessions page, click the Play icon to play the recording, or click the Download icon to download the recording and play it on your computer.
 - On the sales portal page, click the link to play the recording.
- 3 If the WebEx Network Recording Player displays, wait a few moments for the recording to automatically start.

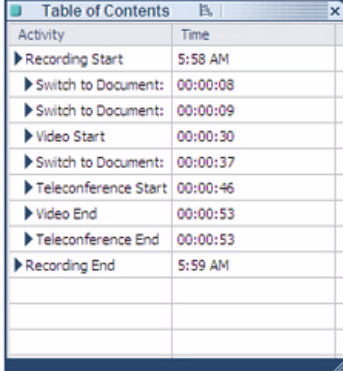
The status will be "Buffering" for a few moments until the recording is ready for you to play.



Controlling playback

Use the following procedures to control playback.

Action	Procedure
Stop playback	<p>Click Stop.</p> 
Pause and resume	<p>Click Pause.</p> 
Fast-forward and rewind	<p>Move the slider to the right or left to move forward and backwards respectively in the recording.</p> 

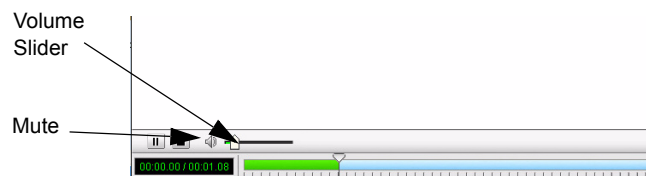
Action	Procedure																				
Playing specific events	<p>On the View menu, select TOC. In the Activity column, click an event to start playing at the beginning of that event.</p>  <table border="1"> <thead> <tr> <th>Activity</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>▶ Recording Start</td> <td>5:58 AM</td> </tr> <tr> <td>▶ Switch to Document:</td> <td>00:00:08</td> </tr> <tr> <td>▶ Switch to Document:</td> <td>00:00:09</td> </tr> <tr> <td>▶ Video Start</td> <td>00:00:30</td> </tr> <tr> <td>▶ Switch to Document:</td> <td>00:00:37</td> </tr> <tr> <td>▶ Teleconference Start</td> <td>00:00:46</td> </tr> <tr> <td>▶ Video End</td> <td>00:00:53</td> </tr> <tr> <td>▶ Teleconference End</td> <td>00:00:53</td> </tr> <tr> <td>▶ Recording End</td> <td>5:59 AM</td> </tr> </tbody> </table>	Activity	Time	▶ Recording Start	5:58 AM	▶ Switch to Document:	00:00:08	▶ Switch to Document:	00:00:09	▶ Video Start	00:00:30	▶ Switch to Document:	00:00:37	▶ Teleconference Start	00:00:46	▶ Video End	00:00:53	▶ Teleconference End	00:00:53	▶ Recording End	5:59 AM
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▶ Recording End	5:59 AM																				

Adjusting volume during playback

You can increase or decrease and mute or unmute the volume.

To adjust the volume:

- 1 To increase or decrease the volume, drag the **Volume** slider to the right or left respectively.
- 2 To mute or unmute the audio, click the **Mute** button.



Downloading and converting recordings

You can download network-based recordings, save them to your computer, and then use the player to play them.

ARF recordings are a proprietary WebEx ARF format, but you can convert them to the Windows Media Format (.WMV) or Shockwave Flash Object (.SWF) and use other multimedia players to play or edit them.



Note It may take some time to convert the recording and the process may use a good portion of your computer's resources. You can schedule a time when you are not planning to use your computer; the WebEx Network Recording Player automatically converts the files at that time. You can then check the status of pending recording conversions. See *Checking the status of converted files* on page 18.

Converting recordings to Windows Media format

To download recordings and convert them to Windows Media (WMV) format:

- 1 While playing the meeting in the Network Recording Player, click **File > Convert > WMV (Windows Media Format)**.
- 2 At **Save in**, select the location to save the file.
- 3 At **Content options**, select the meeting component that you want to save. Choose any of the following panels:
 - **Chat**: includes all chat conversations.
 - **Q&A**: if you are recording a Training Center session, this includes any Q&A sessions.
 - **Notes**: includes any notes entered into the Notes panel.
 - **Video**: includes the meeting video.
 - **Polling**: if you are recording a Training Center session, this includes any polls.
- 4 Click **Preview Layout** to preview your content settings.
- 5 At **Schedule Conversion** indicate when you want the file to be converted. Choose one of the following:
 - **Convert immediately**: Converts the file as you save it to your computer.
 - **Convert at the following time**: Saves the file and then converts it at the date and time you select.
- 6 At **Video Codec** specify the video codec you want to use to:
 - **Windows Media Video 9**: this codec creates output that is compatible with the following players:
 - ☐ Windows Media Player 6.4+
 - ☐ Windows Media Player 9 for Mac OS X
 - ☐ Windows Media Player 9 Series and Windows Media Player 9.1 for Pocket PC*
 - ☐ Windows Media Player 9 Series and Windows Media Player 9.1 for SmartPhone*

- **Windows Media Video 9 screen:** this codec is optimized for compressing sequential screenshots and highly static video that is captured from computer displays, which makes it ideal for delivering demos or demonstrating computer use for training. The codec takes advantage of the typical image simplicity and relative lack of motion to achieve a very high compression ratio. This codec creates files that can be played with Windows Media Player 7 or later.

7 Click OK.

Converting recordings to Flash format

To download recordings and convert them to Flash (SWF) format:



Note If you convert the recording to the SWF format and your recording contains panels, you will not be able to move the panels in your saved recording.

- 1 While playing back the meeting in the Network Recording Player, click **File > Convert > SWF (Flash Format)**.
- 2 At **Save in**, select the location to save the file.
- 3 At **Schedule Conversion** indicate when you want the file to be converted. Choose one of the following:
 - **Convert immediately:** Converts the file as you save it to your computer.
 - **Convert at the following time:** Saves the file and then converts it at the date and time you select.
- 4 Click OK.

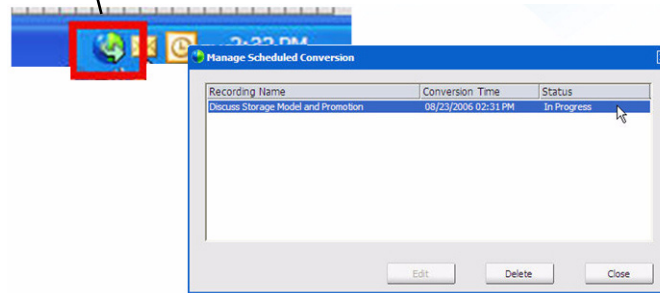
Checking the status of converted files

If you scheduled your recording to be converted at a later time, use this procedure to view information about and manage scheduled recording conversions.

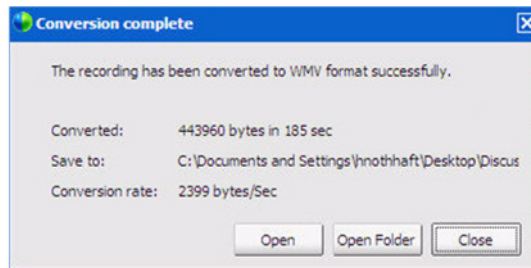
To check the status of converted files

- 1 Double-click the Conversion Manager icon in your Windows taskbar. The Manage Scheduled Conversion window appears.

The conversion icon



- 2 Optional. Click **Edit** to edit the scheduled conversion time for a pending conversion.
- 3 Optional. Click **Delete** to delete a pending conversion.
- 4 When the conversion process is complete, the following window appears.





Uninstalling the WebEx Network Recording Player (for ARF files)

You can remove the WebEx Network Recording Player from your computer. Uninstalling the player does not remove any recordings that reside on the network.

To uninstall WebEx Network Recording Player (for ARF files):

- 1 On the Windows **Start** menu, click **Settings**.
- 2 Click **Control Panel**.
- 3 Double-click the **Add/Remove Programs** icon.
- 4 In the list of programs, click **Network Recording Player**.
- 5 Click **Remove**.

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